

PERFORMANCE & REGULATORY COMMITTEE

MINUTES of the Meeting held on **20 JUNE 2007** at Hounds Gate from 5.35pm to 6.28pm

Attendance

Committee Members

Ade Aderogba	- Independent Member
David Poole	- Independent Member
Janet Storar	- Tenant Member
Rev Paul Watts	- Independent Member

Also In Attendance

Neil Barks	- Head of Best Value & Performance
Janet Locker	- Governance Team Leader
Sue Lomax	- Allocations Co-ordinator
Tim O'Brien	- Head of Rents
Sue Taylor	- Head of Voids

27 APOLOGIES

Apologies were received from Caris Henry, Roger Hursthouse. Hylton James, Clive Thorpe and Paul Rowe.

28 DECLARATIONS OF INTERESTS BY BOARD MEMBERS AND OFFICERS

No declarations were made.

29 MINUTES OF THE PERFORMANCE & REGULATORY COMMITTEE HELD ON 27 FEBRUARY 2007

The Minutes were agreed and adopted as a true and accurate record of the Meeting.

30 MATTERS ARISING NOT COVERED BY THE AGENDA

30.1 TENANCY AGREEMENT – CONSULTATION PROPOSALS

The Committee was asked to consider the consultation proposals for the changes to the Tenancy Agreement and to nominate two of its Members to sit on a Panel in October 2007 which will consist of three tenant representatives, two senior housing officers, two P&R Committee Members, an officer from retained housing and a representative from the Council's Legal Services. The Committee agreed that Members who wished to volunteer to sit on the Panel contact the Policy Development Manager.

The report was noted.

31 WRITE OFF OF FORMER TENANT ARREARS

Consideration was given to a report of the Interim Director of Housing Operations. The purpose of the report was to provide an update of the value of former tenant debt that had been written off in the financial year to 31 March 2007.

The report was noted.

32 NCH 2007-08 PERFORMANCE OUTTURNS SECOND PERIOD (MAY)

Consideration was given to a report of the Head of Best Value & Performance the purpose of which was to provide information set around the Foundation Plan and the impact of performance to 31 May 2007.

(i) Void Property Management (VPM)

It was reported that the average relet time (excluding sheltered housing) had improved for the period. However, the average relet time for sheltered housing had increased due to the letting of a number of long term voids.

(ii) Allocations & Lettings

It was reported that the average time taken to register an application had increased mainly due to applications only being entered on the system when all relevant information had been disclosed.

(iii) Customer Satisfaction with VPM

It was reported that satisfaction with the overall vacant property service and the condition of property had improved. However the percentage of customers satisfied with the allocations process had fallen, this was an area flagged for concern and closer monitoring was agreed.

(iv) Repairs & Maintenance

It was reported that performance in this area had fallen mainly due to changes in the handling of orders. Since October 2006, an operative receives one order to complete work. This was not at present a concern for the Company.

(v) Housing Income Management

It was reported that the proportion of rent collected had fallen marginally, this may be mainly due the new rent and housing benefit changes from 1 April. It was recommended that the Committee monitor this area closely in the coming months.

(vi) Tenancy Management

It was the opinion of the Head of Best Value & Performance that there were currently insufficient meaningful targets in this area. However, the information presented indicated the performance in percentage of stock turnover had stood still and the number of new tenancies lasting more than twelve months had marginally increased over the reporting period.

(vii) Access & Customer Care

The Committee was informed that there had been a fall in performance in all of the performance measures in this area. The Company was aware of the issues which had affected reduced performance for the period and had taken steps to remedy the issues.

A discussion was held in relation to sheltered housing and the failure to let properties in certain areas of the city in comparison to the successes of the high-rise accommodation at Winchester and Woodthorpe Courts. It was agreed that the Head of Supported Housing to liaise with the City Council and report back to the next meeting about progress towards a long term strategy for sheltered housing.

The report was noted.

33 ALLOCATIONS MONITORING

The Head of Voids presented a report which informed the Committee of the monitoring arrangements that had been set up as a result of the allocations and lettings Key deliverables 2006/07 and the results of the monthly monitoring information for the period from August 2006 to May 2007.

It was agreed that for future meetings the information would be displayed in a chart format.

The Committee was informed that the Allocations Co-ordinator was to launch a Homelink newsletter. The applicants will be given simple messages about how the system works and why someone has or has not been successful in their bid.

The report was noted.

34 DISPENSATIONS FROM THE FINANCIAL REGULATIONS

The Governance Team Leader presented a report which advised the committee of the dispensations to Financial Regulations agreed since the last meeting.

Further reports would be submitted to the Committee where further dispensations have been agreed since the previous meeting.

The Committee noted the report and register of dispensations.

35 ASB PERFORMANCE & FEEDBACK FROM “FACE THE PEOPLE” EVENTS

This item was deferred to the next meeting of the Committee

36 NOTTINGHAM CITY HOMES 2006/07 YEAR END FINANCE REPORT

In the absence of the Head of Finance the Committee agreed to note any queries. The Chair agreed to meet with the Head of Finance to discuss any issues raised at the meeting.

The Head of Finance was asked to provide more details of the Explanatory Notes listed in the Appendix and to provide a footnote to the balance sheet in relation to the number of properties and an asset valuation.

The report was noted.

37 NOTTINGHAM CITY HOMES FINANCIAL PERFORMANCE 2007/08

In the absence of the Head of Finance the Committee agreed to note any queries. The Chair agreed to meet with the Head of Finance to discuss any issues raised at the meeting.

The report was noted.

The Meeting ended at 6.28pm

SIGNED DATED